

IN THE CLAIMS

1. (Twice Amended) A workflow management method for creating and delivering output material, comprising:

generating a customer record to include fields specifying at least one product, customer preferences, and a selected delivery option indicating a method to deliver generated output material on the product specified in the customer record;

adding a job record including a status field to a job status table for the customer record;

setting the added job record status to a first status;

processing a selected job in the job status table;

invoking a first worker if the selected job has the first status;

generating, with the first worker, output material from processing the product and customer preference fields in the customer record for the selected job;

setting the status for the selected job in the job status table to a second status after generating the output material with the first worker;

invoking a second worker if the selected job has the second status;

determining, with the second worker, a selected one of a plurality of delivery options from the customer record for the selected job; and

transmitting, with the second worker, the output material via the determined delivery option to the customer specified in the customer record.

14. (Amended) A workflow management system for creating and delivering output material, comprising:

means for generating a customer record to include fields specifying at least one product, customer preferences, and a selected delivery option indicating a method to deliver generated output material on the product specified in the customer record;

means for adding a job record including a status field to a job status table for the customer record;

means for setting the added job record status to a first status;

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means for processing a selected job in the job status table;
means for invoking a first worker if the selected job has the first status;
means for generating, with the first worker, output material from processing the product and customer preference fields in the customer record for the selected job;
means for setting the status for the selected job in the job status table to a second status after generating the output material with the first worker;
means for invoking a second worker if the selected job has the second status;
means for determining, with the second worker, a selected one of a plurality of delivery options from the customer record for the selected job; and
means for transmitting, with the second worker, the output material via the determined delivery option to the customer specified in the customer record.

27. (Amended) An article of manufacture for use in a workflow management system for creating and delivering output material, the article of manufacture comprising computer readable storage media including a plurality of computer programs, including a first worker and second worker, embedded therein capable of causing at least one computer to perform:

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generating a customer record to include fields specifying at least one product, customer preferences, and a selected delivery option indicating a method to deliver generated output material on the product specified in the customer record;

adding a job record including a status field to a job status table for the customer record;
setting the added job record status to a first status;
processing a selected job in the job status table;
invoking the first worker if the selected job has the first status;
generating, with the first worker, output material from processing the product and customer preference fields in the customer record for the selected job;
setting the status for the selected job in the job status table to a second status after generating the output material with the first worker;
invoking the second worker if the selected job has the second status;

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Cont'd* c1 determining, with the second worker, a selected one of a plurality of delivery options from the customer record for the selected job; and transmitting, with the second worker, the output material via the determined delivery option to the customer specified in the customer record.
